

		RPA #	EFFECTIVE DATE:
EMPLOYEE'S NAME		POSITION NUMBER (Agency - Unit - Class - Serial)	
DIVISION/UNIT Division of Licensure Enforcement – Case Management Unit		CLASS TITLE Supervisor I	

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers, and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully, and professionally is critical to the success of the CTC's Mission.	
BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.	
The Supervisor I directly supervises a team of Analysts and supports the functions and assignments of the Case Management Unit (CMU), under the supervision of the Supervising Special Investigator II within the Division of Licensure Enforcement (DLE).	
Percentage of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.
40%	<u>Essential Functions:</u> Reviews Cases Presented Through the Committee of Credentials (COC) Discretionary Review: Reviews Confidential Investigative Reports (CIRs) prepared by the Analyst II's within the CMU, to ensure accuracy of facts extracted from a respondent's investigatory file. Ensures accuracy of the report within the following areas: credential history, jurisdiction, probable cause statement, summary of the facts, respondent's responses, aggravating and mitigating circumstances. Provides training and feedback to staff.
30%	Assists with Reviewing Potential Letter of Inquiry Cases: Review potential letter of inquiry cases for completeness. Ensure case files have all documents, including criminal arrest and investigative reports, investigative reports from other licensing agencies and school districts, court dockets, and National Association of State Directors of Teacher Education and Certification (NASDTEC) reports required for the case. If the case is complete, the Supervisor I will assign to an Analyst II as a pending letter of inquiry case to prepare for presentation to the COC for its discretionary review.
10%	Contacts: Communicates daily by telephone, email and postal mail with respondents, attorneys, school districts, and others with sensitive or confidential information. Responds in a professional manner to the most complex, sensitive, and confidential communications following the Commissions' and Committee on Credentials standards and procedures. Handles the more difficult and sensitive telephone inquiries from applicants, credential holders or their legal representatives.
10%	Meetings, Training and Hiring: Attends and participates in agency, and staff meetings, as required. Identify key topics or reminders for management and staff. Participates in the hiring and onboarding process for new staff. Provides training and resources to staff.

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

	<u>MARGINAL FUNCTIONS</u>
5%	Custodian of Records (COR): Serves as the Division's backup Custodian of Records along with other CORs responding to and processing public records requests and requests under the Information Practices Act. Works with other division custodians of records to provide responses to requesters, in conjunction with working with the agency's Legal Office.
5%	Special Projects: On occasion organize and monitor special projects.

KNOWLEDGE AND ABILITIES

Knowledge of:

1. General sentence and paragraph construction and the proper use of the English language for writing.
2. Current laws, codes and regulations regarding teacher education and disciplinary practices in California.
3. Current laws related to criminal justice system, including infractions, misdemeanors, and felonies as well as rehabilitation.
4. Administrative functions, organization, and structure of Commission on Teacher Credentialing.
5. The construction of both letters of inquiry and confidential investigation reports for presentation to the Committee of Credentials and the Commission.
6. California principles and methods of disciplinary practices for teachers.

Ability to:

1. Interpret and apply facts found in police and district investigation reports and apply the provisions of the California Education Code, Penal Code, Government Code and the policies and regulations of the Commission on Teacher Credentialing.
2. Analyze policy issues in teacher discipline.
3. Perform in an independent and creative manner.
4. Speak effectively and write clear, concise reports.
5. Utilize effective techniques in human relations.
6. Analyze situations accurately and take effective action.
7. Analyze policy issues related to the evaluation of professional practices.

DESIRABLE QUALIFICATIONS

- **Integrity** – consistently adheres to his/her duties to execute the mission and responsibilities of the CTC.
- **Expertise** – be a reliable source of accurate information.
- **Teamwork** – works collaboratively and in recognition of the contribution each makes to the common purpose.
- **Respect** – recognizes the validity of other points of view and treats others with civility.
- **Problem Solving** – strives to find practical and effective solutions to achieving desired goals

SPECIAL PERSONAL CHARACTERISTICS

- N/A

INTERPERSONAL SKILLS

- An ability to communicate in a civil manner in a fast-paced environment.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

- Overtime may be necessary depending upon the situation (ie travel, attendance at conferences etc.)
- Requires prolonged sitting, use of telephones and computers, frequent contact with employees and some public contact. Requires mobility to various areas of the CTC and the ability to work business hours of 8 am to 5 pm.
- Demonstrates a commitment to perform duties in a service-oriented manner. Demonstrates a commitment to maintaining a work environment free from discrimination and sexual harassment.

DUTY STATEMENT

CCTC-AGENCY xxx (REV 06/11)

- Maintains good work habits and adheres to all policies and procedures.
- Requires fingerprint clearance.
- Has daily contact with CTC management and staff.

Physical Ability

- Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Mental Ability

- Ability to communicate clearly and tactfully; read and follow written and oral instructions; and to change tasks and work with multiple task assignments.

Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

PERSONAL CONTACTS

- CTC management and staff
- Educators and the Public
- Stakeholders
- Commission and Committee of Credential members

LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES

Incumbent will have a high level of responsibility to assure the accuracy of highly confidential reports. Failure to use good judgment in handling sensitive and confidential information could result in confidential and/or incorrect information being released to unauthorized person and may result in adverse actions. The actions of the individual can and will affect the Commission public responsibility and the safety of the children of California.

MANAGER/SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

MANAGER/SUPERVISOR'S NAME (Print)

MANAGER/SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE